



Background

Suncorp is home to Australia and New Zealand's most trusted names in financial services.

As a top 100 ASX-listed company with over 13,000 employees, who put people at the heart of their business, employees are provided the exposure and training they want to chase a career that is uniquely theirs.

Within the graduate program offering, Suncorp puts structured and on-the-job learning into practice while allowing graduates the flexibility of gaining valuable experience in different business areas. Graduates are placed in both speciality and generalist roles across banking, insurance, corporate and tech business functions.

The two-year programme includes structured development in Year 1, and shifts to focus on building technical skills in Year 2.

In 2022, Suncorp were recognised as one of the Top 10 graduate employers by the Australian Financial Review.

Several key components of the graduate programme development strategy include:

- **Structured learning and development.** In the first twelve months of the programme, graduates participate in a series of professional development workshops to support development of their technical, leadership, and people skills. These workshops are designed to build their support network and enhance the working experience.
- **On-the-job learning.** Most learning occurs 'on-the-job'. This is why graduates are provided opportunities to work with cutting edge technology and contribute to key projects and initiatives that make a visible impact to Suncorp customers and community. Graduates are supported to drive their own career and seek out opportunities that interest them and work with people that inspire them.
- **Rotation opportunities.** Graduates in generalist roles participate in regular rotations across specific functions and teams of the business.
- **Graduate committees.** The programme includes three graduate-run committees, which gives graduate an opportunity to get involved and 'give back'.

Objectives

- As Suncorp's graduate learning partner, our key objectives are to:
- Align development and activities to the graduate competency framework, Being@Suncorp Behaviours and Graduate Scorecards.
- Provide learning and development activities that are core and common to all graduates regardless of the business area they are working in.
- Establish accountability among graduates to own their development and career journey.
- Connect graduates within each cohort across diverse locations and roles.
- Provide a consistent experience that is replicated for all participants (up to 100 graduates per cohort).
- Provide regular manager support.
- Provide workshop management support through registrations and attendance.

Solution

We support a number of strategic initiatives and solutions.

- Create a structured 12-month orientation and learning program for graduates across diverse locations, including Australia and New Zealand.
- Deliver development workshops as a blend of in person, virtual and hybrid.
- Design engaging scenario-based learning to ensure graduates can apply their learning in the workplace.
- Facilitate Graduate Leader training at the beginning of each rotation.
- Facilitate quarterly Community of Practise (CoP) sessions for Graduate Leaders, recognising the pivotal role leaders play in nurturing graduate development.
- Support the graduate cohort to create a Graduate Charter which sets the scene for a positive and supportive learning environment.
- Run pulse checks of graduates at 6 and 12 months.
- Deliver a front-ended learning journey, to allow graduates to focus on their roles and other graduate activities in the second half of their first year.
- Support registration and workshop management, to alleviate this administration within the internal Grad Coordination team.
- Record guest speakers, and use these recordings for future cohorts to give consistency.
- Ensure a consistent team in client support, workshop design and delivery.
- Introduce an Action Learning Buddy approach pre- and post-workshop to build graduate connection and learning accountability.